

06/30/00
JC864 U.S. PTO
SANTA
404•653•6400
PALO ALTO
650•849•6600

FINNEGAN, HENDERSON, FARABOW, GARRETT & DUNNER, L.L.P.

1300 I STREET, N. W.
WASHINGTON, DC 20005-3315

202 • 408 • 4000
FACSIMILE 202 • 408 • 4400

WRITER'S DIRECT DIAL NUMBER:

JC864 U.S. PTO
09/608293
06/30/00

TOKYO
011•813•3431•6943
BRUSSELS
011•322•646•0353

(202) 408-4448

June 30, 2000

ATTORNEY DOCKET NO. 07752.0026

Box PATENT APPLICATION
Assistant Commissioner for Patents
Washington, D.C. 20231

Re: New U.S. Patent Application
Title: SYSTEM AND METHOD FOR PROVIDING A
MULTI-CHANNEL CUSTOMER INTERACTION CENTER
Inventors: Jean L. Missinhoun, Thomas G. Tynan and Robert P. Drzewicki

Sir:

We enclose the following papers for filing in the United States Patent and Trademark Office in connection with the above patent application.

1. Application - 40 pages, including 4 independent claims and 20 claims total.
2. Drawings - 22 sheets of informal drawings (Figures 1-22).
3. A check for \$768.00 representing a \$690.00 filing fee and \$78.00 for an additional independent claim.

This application is being filed under the provisions of 37 C.F.R. § 1.53(f). Applicants await notification from the Patent and Trademark Office of the time set for filing the Declaration.

Please accord this application a serial number and filing date.

